configuration information further includes information regarding handling the at least one voice call based on the calendar information, including whether the at least one voice call is received during a calendared event.

[c25]     25.     A computer-readable medium, having stored thereon instructions, which when executed, cause at least one processor to:

> receive user input to configure a telephony service provider system (TSPS), wherein configuration includes associating a handling method with each one of two or more call handling codes, wherein the two or more call handling codes correspond to directing the TSPS in handling a call under respective two or more call handling methods;
>
> receive user input to a contact management system associating at least some of multiple contacts stored in a contact management system database with one of the handling codes;
>
> in response to receiving a call, displaying a window that provides information from the contract management system regarding a likely caller associated with the call; and
>
> receive user input when the call is received that directs the TSPS to handle the received call, wherein the TSPS uses data from the contact management system database to handle the received call.

[c26]     26.     The computer-readable medium of claim 25, further comprising: routing calls to a previously specified location, including,

> > a phone number; and
> >
> > a user computer, including displaying a notification window that includes a caller name, a caller number, and at least one forwarding button the user selects to forward the call to a number.

[c27]     27.   The computer-readable medium of claim 26, the displayed window includes an open contact button the user may select to display information about the caller from the contact management system.

[c28]     28.   The computer-readable medium of claim 26, further comprising displaying a call history that includes information regarding previous and current calls from a caller.

[c29]     29.   The computer-readable medium of claim 26, further comprising, in response to receiving the call, initiating a web chat session between at least two devices.

[c30]     30.   The computer-readable medium of claim 25, further comprising designating an attendant device to which received calls are forwarded under certain circumstances, and designating the attendant device to monitor incoming calls to the TSPS on behalf of the user.

[c31]     31.   The computer-readable medium of claim 25 wherein the computer-readable medium is a logical node in a computer network receiving the contents.

[c32]     32.   The computer-readable medium of claim 25 wherein the computer-readable medium is a computer-readable disk.

[c33]     33.   The computer-readable medium of claim 25 wherein the computer-readable medium is a data transmission medium transmitting a generated data signal containing the contents.

[c34]     34.   The computer-readable medium of claim 25 wherein the computer-readable medium is a memory of a computer system.

[c35]     35.     A call handling system, comprising:

a standard contact management application, wherein the standard contact

management application includes a database of contact information,

wherein the contact information includes names of contacts and

telephone numbers associated with the contacts, and

wherein the standard contact management application further

includes a set of published application program interfaces

(APIs) for accessing functionality in the standard contact

management application;

a call management application, wherein the call management application is

configured to

receive information regarding an incoming call, including an

originating phone number,

employ at least some of the set of APIs in the standard contact

management application to provide at least a name from the

contact information in the database based on the originating

phone number; and

provide at least two different call handling options to the user for

handling the incoming call.

[c36]     36.     A computer-implemented method for use with a standard contact

management application, wherein the standard contact management application

stores and displays contact information, the method comprising:

receiving an incoming voice telephone call, wherein the incoming call

includes information associated with an originating telephone

number;

accessing one of many contact records in the standard contact

management application based on the information associated with

an originating telephone number; and